

PROCEDURE FOR HANDLING THE GRIEVANCES OF PUBLIC/STAFF RECEIVED IN THE MINISTRY OF TEXTILES

With a view to receive and redress the grievances of public/staff in the Ministry of Textiles as well as its organisations, a Grievance Redressal Committee consisting of following members has been formed :-

- i) Shri A. Madhukumar Reddy, Joint Secretary - Chairperson
- ii) Shri A.K.Sharma, Deputy Secretary, - Member
- iii) Heads of all Attached and Subordinate - Member
Offices or their representatives
(concerned with grievances cases)

To monitor redressal of public/staff grievances, the periodical meetings of the committee are held. In these meetings the status of pending grievance cases is reviewed by Director (Public Grievances). If necessary, the files relating to pending grievances are called for and cases are settled in the meeting itself.

The following arrangements have been made to receive and redress the grievances of the public/staff in the Ministry of Textiles:-

- (i) A grievance is acknowledged immediately and at the most within three days of its receipt. A grievance is redressed within a maximum period of two months of its receipt. If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply is sent.
- (ii) Grievances received in the Ministry are analyzed periodically at a senior level to identify grievance prone areas of the Ministries/Departments to adopt systemic changes to eliminate the causes of grievances.
- (iii) Wide publicity of the grievance mechanism available in the Ministry and the names, designation and address of Director of Public Grievances are given.
- (iv) The Director of Public Grievances of the Ministry called for the documents of the case and takes a decision with the approval of the Secretary of the Ministry/Head of the Organization, if a grievance is not redressed within a period of three months.
- (v) Every Wednesday has been kept as meeting-less day for the Director of Public Grievances for hearing the grievances of the citizens.

- (vi) (vi) In order to promote responsive administration, the system of regular dialogue with user and citizen groups on grievance redress mechanism and service delivery has been strengthened.
- (vii) The software Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) developed by the Department of Administrative Reforms and Public Grievances in consultation with National Informatics Centre (NIC) for efficient management of public grievances has been integrated with the website of the M/o Textile.

The Department of Administrative Reforms and Public Grievance with assistance from NIC is providing necessary training to officers of this Ministry for better handling of grievances received through Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) for effective redressal of grievances of citizens/staff. Ministry of Textiles has provided a link of CPGRAMS at its website to facilitate registering of grievances by public/staff online.

A facilitation Counter has been established at Gate No 18 of the Building i.e. Udyog Bhawan, New Delhi to make information readily available to the customers/consumers and if required, arrange their interaction with the concerned authorities in the Ministry to reply their queries.

A complaint box has been kept on the facilitation counter to lodge the complaints from the customers/consumers.
